

SPRINT RELAY ONLINE SERVICE

04/12/05	Customer reports garbled transmission when disconnecting from SRO. The customer also wants agent to type the ampersand (@) instead of typing the word at in parenthesis (at). He would also like changes made to the text size setting, text color setting and with background. Provided the customer with the account manager's phone number and e-mail address. The customer declined it. Follow up requested.	04/12/05	Sent email to customer and explained fiber cut between two centers which it was possible to cause some garbling on SRO. Also, explained customer about ampersand keypad. Gathered more detailed information about text size setting and text color setting from customer preferences.
04/16/05	Very impolite and disconnected - please let her supervisor know. Thanked customer. Customer disconnected before any contact info could be obtained.	04/16/05	Agent did not work on that day
04/16/05	An SRO caller complained that agent did not answer how the voice caller sounded when he asked what the person sounded like. Caller says that agent started arguing with him when he questioned him. Apologized for the problem. Customer did not wish a call back	04/16/05	CA coached on proper procedure.
04/18/05	Caller complained that call was disconnected during conversation. Supervisor apologized to caller for problem. No follow up requested on this issue.	04/19/05	No agent number given, therefore, no investigation could be done. No follow up requested. Closing ticket.
04/18/05	SRO customer states agent is not responding to my request and when I asked her to redial a number she just doesn't respond right away, and she keeps getting her nose into my business so I told her to mind her own business and redial but she wouldn't do what I told her so she hung up on my for no reason. Customer wants supervisor to give the agent a warning that she is not to get her nose in my personal business. I apologized. Customer does not want a follow up.	04/27/05	Met with agent. Agent stated she would not hang up on a customer advised agent to <i>always keep agent informed even when system is slow.</i>
04/18/05	Customer says he cannot connect to a Spanish operator when calling in to SRO. He says he has tried for 1 hour. When he chooses Spanish he keeps getting English operators answering his calls. RCS response: Apologized for the problem and thanked him for letting us know. Did try calling SRO during the time the customer was on the line from the office computer and did receive Spanish operators with no problem when calling twice to Spanish SRO. The operators answered in about 20 seconds from time of call. Customer did request to be sent an email back. Trouble Ticket J002501390	04/18/05	Contacted customer thru email and explained peak time during that time Spanish gate is full. Got response from customer who was satisfaction with my information.
04/19/05	An SRO customer called to complain that the agent called her a vulgar name "for no reason." Apologized to customer. No follow-up requested.	04/19/05	Spoke with CA. The CA said that they had not called any callers any names. CA is aware that policy is to not make comments to callers.
04/19/05	CA hung up before customer could place a call. Thanked caller. No call back needed.	04/19/05	The complaint stated the call was placed April 19th @ 1:55 pm, this agent is not due in to work until 6:30 pm 4/19/05. No call back information was given; therefore, no further investigation can be done.
04/20/05	An SRO caller stated that agent disconnected caller after questioning agent why they did not press English when dialing an 800 call. Apologized for the problem. Caller did not wish call back	04/20/05	CA did not remember any call like this and said she has not disconnected any customers. Coached on correct disconnect procedure
04/20/05	Customer connected, gave CA number to dial, then received disconnect message. Customer reported incident at 1245 (EDT).	04/21/05	Apologized for inconvenience and informed customer report will be forwarded to appropriate center to check out the problem.
04/20/05	A SRO customer called to say that the agent disconnected his call before it could even go thru. RCS: Apologized for the handling of the call. No Contact requested	04/20/05	Met with agent, but did not remember the call. Agent stated that she always requests for a supervisor to hang up her calls. Still coached agent on the severity of hanging up on a customer, who can lead up to and including termination. Resolved as of 04/28/05.
04/21/05	I need to report an agent as very rude because when I gave her a number to dial she was very rude and disconnected without processing my call for me. Apologized, person very argumentative does not think customer service knows what they're talking about. No follow-up requested.	04/25/05	No F/U requested, therefore further investigation will not be implemented. Agent does not remember this call, however, does show knowledge of proper disconnecting procedures and understands the circumstances if not done properly.
04/21/05	SRO customer states CA typed "500 um" customer asked CA what "500 umm" is? There was no response from the CA. Then the CA disconnected. I apologized to the customer. Customer would like follow up via email.	06/09/05	Agent number provided by customer is currently not assigned. Email address was not provided therefore follow up with customer can not be done.
04/22/05	SRO customer upset with SRO disconnecting before he can send typing customer receives message from SRO operator stating they are disconnecting and types disconnecting due to	05/22/05	5/17/05 send email again to customer about follow up. 5/18/05 received his response. He said all issues had been resolved and need no

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	no response customer has not been able to respond before receiving the message customer also stated if the call was emergency someone could die because call could not be completed (apologized for problem encountered advised 911 emergency calls cannot be completed via SRO due to Internet calls do not provide calling from location customer is not satisfied with info provided and states Relay does not care about their customers and are impatient) Customer requests contact via email		further assistance from me.
04/22/05	SRO customer states he was making an important call and in the middle of the call, was disconnected. This problem seriously needs to be resolved. Apologized. No Follow-up Requested.	04/22/05	Acknowledged this customer contact and shared this concern with Business Development about SRO disconnection.
04/24/05	An SRO caller complained that agent did not follow instructions given by caller. Caller had asked for 3 rings and then hung up. Apologized for problem. Customer did not wish for follow up	04/24/05	Call came in to agent position with instructions to let the phone ring 3 times then hang up. Agent followed instructions. After agent hung up, customer gave a different number to dial and said to follow the same instructions. Agent followed proper procedures and said relay no longer has that info. Customer then called for supervisor. NOT AGENT ERROR.
04/25/05	SRO user complains agent was not letting them finish typing while on a business call. Apologized for problem, explaining I will let the supervisor know for follow up with the agent. No contact requested	04/25/05	Agent continued a call in progress. Customer recognized the agent number and said you are the agent I reported yesterday. (Reference K64640167) Agent called for supervisor to assist. Agent typed in parenthesis, "Would you like to continue call?" Customer said yes. Supervisor observed call. NO AGENT ERROR.
04/25/05	SRO customer states "agent is being uncooperative when customer gave instructions. Supervisor got on and she would not stop talking while I was talking so I told her to shut up. She needs to be quiet while I am talking and wait till I am finished otherwise I have the right to tell her to shut up and let me finish, when I said that she got ugly. So also agent needs to be talked to about following customer's instructions. I apologized. No follow up.	04/25/05	Supervisor Says on the instruction is a long list explaining steps to take such as if 3 rings hang up, if male do this, if female do that etc. Agent wanted some clarification on the instruction notes and asked. Supervisor did not see the agent at fault in the process. Supervisor. called another supervisor to witness and agreed. Supervisor. talked briefly about agent asking questions and get clarification but then he told her to shut up and hung up No action was taken on this.
04/25/05	An SRO customer called to complain that the agent disconnected him during the conversation. Apologized to customer. No follow-up requested.	04/25/05	Discussed proper call processing w/the agent and reviewed disconnect procedures w/agent. Please note that there have also been technical problems w/SRO and Sprint wireless calls and disconnects. Agent will continue to follow correct call processing and disconnect guidelines.
04/25/05	SRO user complains agent did not respond to him or his caller. Customer disconnected before I could offer contact or clarify any further information. No contact.	04/25/05	Agent number provided by customer is currently not assigned to anyone.
04/25/05	Customer explains that they now fear for their lives. The customer stated that the agent threatened to come and kill them. The caller states it happened at conclusion of their call at approximately 5:30 PM. Apologized. No follow up.	04/25/05	This agent number is assigned to an AOL agent who does not process SRO calls.
04/25/05	SRO customer wants to report agent and her supervisor. The agent refuses to follow my instructions & her supervisor did not bother to have a talk with the agent. So supervisor disconnected on me for no reason what can be done so that she will not be allowed to just disconnect on me again in the future. I apologized to the customer and informed customer that I would forward this on to the agent's supervisors. Customer does not want a follow up.	06/09/05	Agent number provided is assigned to an AOL agent who does not relay SRO calls. This supervisor had assisted on an earlier call with this customer regarding another agent. Customer was using foul language and refused to provide a number for the agent to call and instead continued to call agent and supervisor names and then hung up.
04/26/05	Customer said agent would not follow instructions. Supervisor tried to explain that agent was asking for clarification on lengthy instructions. Customer got angry with supervisor, cussed supervisor, and disconnected. No call back needed.	04/26/05	Agent followed proper procedures. No agent error found...
04/26/05	A SRO customer called to complain that the agent was typing down the side of the screen instead of across. The typing was very hard to read. The customer asked the agent to repeat, and the agent refused. Apologized to customer. No follow-up requested.	04/26/05	Met with agent who does not remember this call. Agent does not have the ability to type only on one side of screen. Could possibly be a technical problem with the customer's equipment.

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04/27/05	Operator disconnected my call. Thanked customer for the feedback.	04/27/05	Agent doesn't remember the call but did remind the agent to follow the disconnect procedures set forth by Sprint. The agent will get a supervisor in the future if having problems with a customer.
04/27/05	Operator hung up on me. Thanked customer for letting us know. No call back.	04/27/05	Agent does not remember the call. The agent was reminded of the proper disconnect procedures set forth by Sprint. The agent also understands the consequences of not following the proper disconnect procedures. The agent is also aware of the fact to call a supervisor if having problems with a customer.
04/27/05	Operator hung up on me. Thanked customer for the feedback.	04/27/05	Agent does not remember the call. The agent was reminded of the proper disconnect procedures set forth by Sprint. The agent was also reminded of the consequences of not following the proper procedures.
04/27/05	Operator hung up on me. Customer was thanked for his remarks. No call back.	04/27/05	Reviewed proper disconnect procedures with the agent. The agent understands the consequences of not following the proper disconnect procedures set forth by Sprint.
04/27/05	SRO customer had called into relay in an attempt to place a call and the agent started having a personal conversation with them. This conversation lasted over 5 minutes and was not related to relay service questions or problems. Customer insists this agent was informing them of bad things happening at a Relay. RCS apologized to customer. No follow up requested.	04/28/05	This agent number is assigned to an AOL agent who does not relay SRO calls.
04/28/05	A SRO customer called to say that the agent disconnected him in the middle of his conversation. RCS: Apologized for the handling of the call No contact requested	04/29/05	The agent ID number identified by the customer is not assigned to any employee. The customer did not request follow up, and without additional information further investigation is not possible.
04/28/05	SRO customer reports agent did not respond when customer requested male agent customer waited 9 minutes and did not receive any response to the request and finally hung up (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	04/29/05	Reviewed proper procedures with agent. May have been technical problem.
04/28/05	Customer reports disconnect problems every time customer is on line for long period of time (apologized for problem encountered advised complaint would be forwarded to management) Customer requests contact via email	05/17/05	Sent customer email but it showed failure to deliver email to customer. No alternative way to reach customer.
04/29/05	An SRO customer called to complain that the agent didn't follow her instructions to only let the phone ring three times. Apologized to customer. No follow-up requested.	04/29/05	Operator was spoken to about this call - did not remember it. Reminded to let the phone ring 10 times before letting the customer know that no one has answered.
05/02/05	Customer states that this agent promptly disconnected his call for no reason RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated No call back requested	06/09/05	Agent does not remember this call but is aware of the consequences of not following disconnect procedures.
05/03/05	An SRO customer called to complain that the agent disconnected the call after the supervisor told her to "for no good reason." Apologized to customer. No follow-up requested.	05/03/05	Talked with agent stated went through proper procedures before disconnecting. No follow up requested.
05/04/05	Customer states, "He was making sexual gestures toward and was getting mushy with me so let his supervisor know I will not put up with that kind of dirty filth. If he continues I will hang up on him. I'm a married woman and my husband doesn't like it when people do that filth toward me." Apologized and advised to call for supervisor while on the call. No follow-up requested.	05/04/05	Agent does remember an SRO to Voice call where outbound voice was laughing and whose conversation content was sexual in nature. Agent was coached on making sure they stayed professional at all times when relaying calls, however, it looks like the agent was handling the call appropriately by typing exactly what was voiced by the outbound person.
05/05/05	SRO customer called in saying agent was rude by disconnecting while I was giving her a number to dial. She disconnected me for no reason. I apologized to the customer and told her I would forward this to her supervisor. While I was typing the customer disconnected.	05/06/05	Agent number not valid. No further action possible.
05/05/05	SRO customer states agent made many mistakes on her call. First the agent asked SRO caller the number they are calling from, then after out dialing in the middle of a conversation the agent dialed a different number that the customer did not request to dial. Agent made the calls very confusing by the	06/09/05	Met with agent who remembered this call. Agent and assisting supervisor stated the call must have gotten crossed with another call as agent did not dial out another number. Seemed to be a technical issue with SRO lines. Spoke

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05/06/05	looks of the call print out the customer sent in. AM has informed the customer that AM will follow up and AM has also forwarded it to AM over SRO. CS was not able to apologize; This is an issue that was sent to CS rep from AM through email.	05/06/05	Met with agent. Agent did not remember the call. Coached agent on being responsive and focused on all calls.		
05/07/05	SRO customer states that when making English to Spanish call SRO customer states that during the process of leaving a message on a friend's answering machine this agent would not read (voice) the message verbatim and kept typing "message garbled can not read". This customer says their call went smoothly until the time came to leave this message and says since this message was of a sexual nature that this agent started typing "message garbled cannot read" as soon as this customer wanted to leave the message. Customer is not happy that their message was not read verbatim. RCS apologized to the customer. No follow up requested.	05/07/05	Supervisor assisted agent with this call. Customer was not leaving a message on an answering machine but rather directing the sexual remarks and questions to the agent and garble had been received throughout the call from the beginning. Agent followed correct procedure.		
05/09/05	Customer reported that the line was disconnected her SRO call. Customer Service Response: Apologized for the inconvenience and told caller it would be reported. No follow up requested.	05/09/05	ID #2964 not currently assigned to any of our Operator.		
05/10/05	An SRO called to complain that the agent disconnected while placing their call.	05/10/05	Apologized for the problem Customer did not request a call back		
05/10/05	Customer states agent did not follow directions - asked not to type background noises. After call asked for supervisor and was disconnected on. Thanked customer. Customer would like follow up.	05/10/05	Spoke with agent. Agent only typed how person sounded. After outbound hung up then followed disconnect procedures - did not see customer type regarding supervisor. Coached agent on disconnect procedures. Made 3 attempts to call TTY customer back and 2 times there was no TTY user available; 3rd time a voice answering mach answered call. Called 11:54 am 5/4/05 Called 2:34 pm 5/5/05 Called 6:36 pm 5/5/05		
05/10/05	An SRO customer called to complain that the agent disconnected the call while speaking with an airline representative. Apologized for inconvenience. No follow-up requested.	05/10/05	Coached agent on the importance of not properly disconnecting calls. Also advised the agent of the consequences of not following the procedures set forth by Sprint. Agent understands.		
05/10/05	Said agent typed out dialing but never placed the call. When customer asked for supervisor the agent hung up. Thanked caller for feedback. Information will be forwarded to that agent's supervisor. Call took place 5/7/05.	05/10/05	Agent did not remember call but said they only disconnect with supervisor permission. Reviewed consequences of inappropriately disconnecting calls. Agent will be remotely monitored in the future to ensure proper procedures are followed.		
05/11/05	Customer Complaint: Reported that in the middle of his call the line disconnected. Customer Service Response: Apologized for the inconvenience and explained that from time to time technical problems can cause the line to disconnect. Told him the report would be sent to the call center supervisor. Follow up requested at above email address.	05/11/05	Met with agent, did not remember the call. Coached agent on the severity of disconnecting on a customer, which can lead up to and including termination. Customer was sent an email with the resolution.		
05/13/05	SRO customer called in to complain about getting disconnected. I apologized to the customer and asked her if she would like the AM to get back to her regarding this issue. Customer said no, I suggested the customer check the SRO site to make sure she was compatible with our equipment. Customer said she would do that.	05/13/05	Acknowledged this concern and shared this concern to Business Development staff about SRO disconnection.		
05/13/05	The CA would not leave a message at the second number dialed because it was a circuit busy. Customer states CA did not want to continue ringing until they got through to leave a message. Customer response: Told customer report would be sent to call center supervisor. Follow up: email or mail if you have any questions	05/13/05	Agent remembered this call. Agent requested assistance from Supervisor, agent kept reaching a fast busy on each re-dial. Agent relayed fast busy to customer and continued to re-dial reaching the fast busy. Customer was upset that agent could not leave a message at the fast busy. Customer disconnected. Agent followed correct procedure.		

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05/13/05	Agent thought I was a prank call and didn't even let me respond and hung up. I said redial and he was mocking me and then said sksk and then just disconnected. Apologized. No follow-up requested.	05/13/05	The agent assigned the number given by customer had left his employment with CSD two weeks before this complaint was made.
05/14/05	SRO customer called in stating that when they tried to place 5 separate calls through the Internet Service, that all 5 operators disconnected the line before the customer had a chance to type. On the last attempt to place a call this customer reached operator who continually typed "GA" and then disconnected...	05/14/05	RCS apologized to this customer. No follow up requested
05/14/05	An SRO caller complained that agent disconnected him during the call. Apologized for the problem Customer did not request a return call.	05/14/05	Reviewed proper disconnect procedures w/agent. Please note technical problems with SRO/SRW calls disconnecting. Agent will continue to follow proper disconnect procedures.
05/16/05	SRO user complains the line continues to disconnect on calls. I apologized for the problem and suggested they may check the website for compatibility information and referred to the SRO Account Manager.	05/16/05	Acknowledged this concern and shared this concern with Business Development staff.
05/16/05	An SRO caller called to complain that the supervisor was rude and made her "very uncomfortable" by asking for personal information when giving a commendation on an agent. Apologized. Explained that contact information is requested when commendations or complaints are made. No follow-up requested.	05/16/05	Supervisor was asking for personal information as instructed to do when a commendation is being taken. The customer is not obligated to give it.
05/17/05	SRO user complains that calls continue to get disconnected; agents are not waiting long enough for her to type her message and hanging up too quickly. Apologized for the problem, let customer know we would inform the SRO Account Manager.	05/17/05	Acknowledged the concern and pass the concern to Business Development.
05/18/05	Agent did not follow my instructions. I wanted them to dial number and let it ring three times and then say (no answer). Relay let it ring 5 times and then (no answer relay hung up.) Thanked customer for the info and said I will discuss with agent. No follow up call needed.	05/18/05	Coached agent on importance of following customer requests and instructions.
05/18/05	Customer states the line disconnected. The customer perceives the agent as rude because they were about to give her a number then the next minute she disconnected for no reason. Apologized. No follow up.	05/18/05	Acknowledged this concern and pass this concern to business development.
05/22/05	An SRO customer called to complain that the agent disconnected the call before it was finished. Apologized to customer. No follow-up requested.	05/22/05	No CA with that ID.
05/23/05	SRO customer explained that he was waiting for computer technical support and the line disconnected. The customer states that it was not operator error.	05/23/05	Acknowledged the concern.
05/23/05	Caller said agent was taking too long to dial a number. C.S. Response: Apologized for the problem. No follow-up required on this issue.	05/23/05	Acknowledged the customer concern
05/23/05	SRO customer states that they were on a business call to a bank and the agent disconnected the call before I was able to say thank you to the bank associate. I apologized to the customer. Customer does not want a follow up.	05/24/05	Acknowledged the customer concern.
05/24/05	An SRO customer called to complain that the call was disconnected in the middle of a conversation. Apologized for inconvenience. No follow-up requested.	05/24/05	Acknowledged the customer concern and shared concern to Business Development. Reviewed proper procedures with agent.
05/25/05	Engineering company received and refused and hung up on relay call 3 times for fear of scams, but caller was legitimate. Customer complains announcement does not include "deaf or hard of hearing" to make them aware. I apologized, explaining relay has contractual obligations which include specific scripts to use, and the agent was following procedure. Customer does want contact from account manager.	05/25/05	I explained to customer that the agent was following the correct procedures of announcing the relay call. I offered for an Account Manager to come out and do a free presentation on our services and she stated that everyone in her office were now familiar with the service. I gave her my number to call me if she changed her mind about the presentation.
05/25/05	Customer asked agent to let line ring 3 times and only three times agent dialed number and although line only rang 3 times agent allowed macro to go across 5 times. Thanked customer for feedback. No call back needed.	05/25/05	Coached agent customer is relying on our info so if you show a macro to indicate 5 rings even though you only heard it ring 3 times the caller will assume it rang 5 times 'because that's what we told them. Agent understood.

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05/25/05	An SRO caller complained that they were disconnected while on a call the caller gave agent ID number 1737F Apologized for the problem. Caller did not request a call back	05/25/05	Met with Ca. Ca did not remember the call. Ca understands and demonstrated knowledge of proper relay protocol and the importance of not hanging up on customers.
05/29/05	SRO Voice customer placing several SRO calls, states that the CA disconnected their call before they were ready to end it by typing, "sksk" and then the CA hung up. RCS apologized for the problem referred to AM. Follow up requested from AM.	05/29/05	5/31/05 called through TTY and no response yet. 6/7/05 left brief message for customer to call me back at my 800 toll for voice user.
05/29/05	SRO Voice customer placing several SRO calls, states that the CA disconnected their call before they were ready to end it by typing, "sksk" and then the CA hung up. RCS apologized for the problem and referred to AM. Follow up requested from AM.	05/29/05	Left detailed message to voice-mail and explained about possible SRO disconnection problem and gave customer my contact.
05/31/05	Told agent not to garble my calls and agent was rude because agent talked back and argued with me. Thanked customer; said would discuss with agent. No call back needed.	05/31/05	Agent told customer relay does not try to garble on purpose. It could be their TTY. Discussed this with agent and the proper way to handle garbling as it occurs. Coached agents on proper procedure.
05/31/05	Tell the agent to stop being rude to me. Told customer would discuss this with agent. No call back needed.	05/31/05	Agent was following procedures. Not agent error.
05/31/05	Agent was rude would not stop garbling make her shut her mouth and bit her tongue. Thanked customer for info. No call back needed.	05/31/05	Agent was following proper procedures for garbling on SRO.
05/31/05	An SRO customer called to complain that the agent was rude, typing, "Ha ha whatever like I care," when told the customer would contact the supervisor regarding her behavior. Apologized. No follow-up requested.	05/31/05	Second call in about the same complaint. Originally handled by supervisor. He reviewed the information on the screen: agent did not type anything incorrect; agent gave correct ID when asked and followed all instructions. Supervisor. thanked caller for feedback and person said that they would contact customer service and hung up. Original complaint happened at 3:44 pm 5/31/05. NOT AGENT ERROR.

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

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